

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-03 21-46-32

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
15	14	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass




ORACLE
SERVICE CLOUD

Username
sysagent

Password

[Login Help](#) [Login](#)

Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

 ORACLE Service Cloud

Reference #











SA

Navigation

Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open ▾ 📄 New ▾ 🖨️ Print ▾ 📄 Copy ▾ 📄 Assign ▾ 📄 Propose ✕ Delete 📖 Bookmark ⋮

Subject	Status	Full Name	Queue	Date Last Updated ▾	Reference #	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000077	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004	
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000	
Covid 19 Migrant Issue for digan ram	Open	Suramyia Paul		04/30/2020 11:44 PM	200430-002076	

992 Records

Step No:8

Step Description: Wait

Expected Result: Wait

Actual Result: Expected condition failed: waiting for presence of element located by:
By.xpath: //li[@class='ws-tab-item ws-tab-item-focused tabItem attachmentTabIcon ws-workspace-tabset-outline-hidden'] (tried for 30 second(s) with 500 milliseconds interval)

Status: Fail

The screenshot displays the Oracle Service Cloud interface for an incident. At the top, the Oracle Service Cloud logo is visible on the left, and a search bar with the text 'Reference #' is on the right. Below the header, a tab labeled 'Incidents' is active, showing the incident ID '200730-000077'. A toolbar contains buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. The main content area has a navigation bar with tabs: 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is selected, showing the following details:

Subject *	how this product works, ab92547 product is not functioning properly		
Reference #	200730-000077	Contact *	Adam Smit
Status *	Open	Organization Name	California Federation
Assigned	Agent Access > Minhaj Ameen	Product	ab92547
Disposition	[No Value]	Category	[No Value]

